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Comune di Ravenna

# City Strategy

WP 4

Deliverable 10



**FASTLISA**

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# Introduction

The FAST LISA project (Fighting Hate Speech Through a Legal, ICT and Sociolinguistic Approach) endeavours to enhance the understanding and response capabilities of young individuals, scholars, professionals, local governing bodies, and various civil society organisations engaged in fostering social inclusion. By equipping these stakeholders with enhanced skills, the project seeks to foster a sustained effort in preventing and addressing racism, xenophobia, intolerance, and all manifestations of violence directed towards marginalised groups.

The primary objective is to develop a comprehensive and universally applicable toolset and protocol for identifying, analysing, and mitigating instances of hate speech on digital platforms across borders.

In the third and last phase of the project, the emphasis lies on Engagement, operating at both institutional and community levels. At the institutional level, particular attention is given to the development of City Strategies by partner cities and local authorities, aimed at effectively countering hate speech. At the community level, Young Ambassadors take the lead in spreading project messages and raising awareness among their peers.

This report serves as a comprehensive compilation of the experiences garnered from three distinct communities, namely Kreis Offenbach, Comune di Ravenna, and Ajuntament de Santa Coloma de Gramenet, each having actively participated in the project's initiatives. Through firsthand engagement with the project activities, these communities have encountered and navigated various challenges posed by online hate speech. This document endeavours to provide an insightful overview of these challenges while also highlighting the emergence of commendable practices throughout the project's implementation.

Delivering on the objectives outlined in deliverable D10, this report aims to furnish comprehensive guidelines for replicating the successful experiences gained from this project. It is designed to empower external stakeholders, offering access to FAST LISA's wealth of resources and expertise to combat online hate speech effectively. By sharing insights, methodologies, and best practices, this deliverable seeks to facilitate the adoption and adaptation of proven strategies in diverse contexts.

Furthermore, the final section of this report will present an analysis of the outcomes achieved, showcasing tangible results and invaluable feedback obtained from stakeholders directly involved in implementing project activities. Through this comprehensive review, the report aims to provide an understanding of the project's impact and pave the way for future endeavours in combating online hate speech.

# Challenges posed by online hate speech in the local community

Each community within the Consortium embarked on a journey to identify the unique challenges presented by online hate speech within their respective domains. This heightened awareness enabled a more precise alignment of the objectives pursued by the FAST LISA project. This section aims to outline these challenges comprehensively, providing insight into the broader context within which FAST LISA operated. By understanding these specific challenges, the project's objectives and anticipated outcomes can be better contextualised and appreciated.

## Offenbach community

The prevalence of online hate speech presents substantial hurdles in societies including the District of Offenbach, causing harm to individuals' well-being, impairing their mental health, and stimulating violent acts. It weakens civil discourse, complicates content moderation, and generates intricate legal and ethical issues. Minority communities such as religious minorities and migrants among others, who happen to constitute a significant proportion of the population of the District, are unfairly affected, leading to increased marginalisation. This requires a multidimensional solution, with technological advancements, policy implementation, educational pursuits and social interactions. The challenges posed by online hate speech include the following:

Hate speech spreads quickly and very fast when shared online, reaching a wider population especially young people. The situation is common in the District of Offenbach especially considering that the youth constitute a significant proportion of the population. This rapid spread creates a hostile environment, thereby promoting negativity. As this proliferates, it does not only affect the mental wellbeing of victims and self-esteem but also contributes to a culture of violence and division in the society's online environment. The proliferation of online platforms means that this malicious content can be difficult to escape and can be dangerous to vulnerable people's wellbeing. In this regard, the project sought to educate the population especially the youth through the young ambassadors on how to recognise, understand and deal with hate speech online. This includes counter hate speech measures online. The close cooperation with the "[Hesse against Hate speech](#)" also contributed through their workshops within the context of the FAST LISA project, to educate the public on the subject of hate speech online.

Online hate speech has been linked to many real-societal events. By spreading stereotypes, inciting hatred against certain groups and spreading extremists' ideologies, online platforms can harm individuals or groups and incite people to acts of violence. A popular example in this region is the [Hanau extremists attack on 19.02.2020](#). The link between online hate speech and societal violence brings to bear the need to fight it and curtail its harm to communities. Through the project's activities and workshop and including a visit to crime

scene, the project ambassadors have appreciated the need to combat hate speech and committed to engaging towards achieving this goal in the schools, youth cycles and the larger community.

Hate speech destroys the foundations of public discourse leading to conflicts. Instead of engaging in meaningful dialogues, people may engage in criticism or personal attacks, thereby disrupting discussion and affecting societal discourses. This influence on public discourse makes it increasingly difficult to solve complex social problems. Through the project's activities, the ambassadors were taught by the experts on how to engage in meaningful discourses and counter arguments online against hate speech. The ambassadors replicated this during the event on 26.01.2024 with school children and the public who attended. This will be replicated in schools, at youth events within the county.

Fighting online hate speech is challenging due to the subjective nature and volumes of contents produced on social media platforms. There is the difficulty in correctly distinguishing and interpreting context and intent of contents online. The large volumes of online interactions make it difficult for platforms to timely and effectively detect and remove hate speech, thereby exposing the vulnerable to harm. This fact was emphasised during the workshops delivered by Hessen against Hate. However, participants were reminded to be circumspect in their online behaviours as there could be consequences if reported and pursued.

Distinguishing between freedom of expression and protecting people from harm through hate speech poses legal and ethical challenges. Policy makers and the larger community are faced with the challenge with ensuring both objectives through regulatory frameworks. This challenge tends to affect the fight against online hate speech. In this regard, participants were educated through the FAST LISA ECHO app to recognise hate speech online and to appreciate their rights as well as their responsibilities in society.

In summary, overcoming the many challenges posed by online hate speech requires a comprehensive, multifaceted approach that includes technological solutions, strategic plans, educational engagements, robust institutional frameworks, among others. The effective collaboration in these areas has afforded stakeholders in the FAST LISA project the possibility to make progress towards creating a safer and more productive online environment.

## **Ravenna community**

Historically, the city of Ravenna has always been characterised by strong migration flows, as it, being located in the central northern part of Italy, has been an important economic hub for the petrochemical, manufacturing and tourism sectors. In fact, in addition to internal migration within the country, as early as the 1960s and 1970s there was an increase in so-called "Gastarbeiter" and seasonal workers from various countries bordering the Mediterranean. The migration phenomenon is therefore not a novelty of the last few years, but is part of a much broader picture that also encompasses the last decades of the 20th century. Despite the continuity of this process, the patterns, countries of origin of migrants

and the motivations that drove them to leave have changed over the years, and likewise the narrative regarding this issue has changed.

The city of Ravenna has 126 nationalities present in its territory. There are 29790 third-country nationals (1/1/22 ISTAT) out of 385631 total residents, representing a percentage of 7.77%. First and second grade school students are 20.48% of the total, and more than 85% of them were born in Italy. The Municipality of Ravenna, through the Immigration Policies OU, deals with immigration in a very broad sense and by implementing various strategies in different areas:

- Intercultural area: the Municipality of Ravenna for over twenty years has been directly engaged in an intercultural policy of strengthening social cohesion, with a multi-professional approach that supports a systemic reading of the migration phenomenon, not simply declined as a social or security issue, nor with the mere logic of emergency, but as an intercultural dialogue for the implementation of awareness-raising actions towards citizenship and young people on the issues of interculturalism, anti-discrimination and countering hate speech. For these actions, the plan is to also involve comprehensive institutes and secondary schools through the use of an innovative co-design model aimed at broadening the target audience of participants in the organisation and implementation phases of the events. The involvement of teachers and schools provided an opportunity to address new issues with young people, raising their awareness on issues that are broader than immigration and touching more cross-cutting themes such as gender-based violence, cyberbullying and the fight against hate speech;
- Information and orientation services area: the Emilia Romagna region with L.R. n. 2/2003 has structured an integrated system of interventions and services on the territory, among which the foreigners' desk is a point of reference for Ravenna citizens for the management and provision of information related to administrative practices and orientation to territorial services. Foreign Citizens can count on a system of information desks that are gradually taking part in a process of networking and collaborating with each other with constant internal comparison;
- Reception and integration area: the territory of Ravenna has been affected by a strong unplanned influx of victims of forced migration, which is still growing strongly, represented by applicants/holders of international or national protection, unaccompanied foreign minors, victims of trafficking and/or sexual or labour exploitation. One of the relevant elements is the absence of family and/or friend networks to support this target group, which comes into contact with the public reception system from the very beginning, with a significant impact in particular on services and territorial teams. In addition to this, the migratory pressure at hotspots along the Italian coasts determined at the end of 2022 the identification of the port of Ravenna as one of the safe places for the disembarkation of migrant rescue ships (to date, a total of no. 8 landings have been managed). To date, the reception system in Ravenna has 1380 places, divided between adult CAS (Center for Extraordinary Reception) and unaccompanied foreign minors CAS (managed by the Prefecture),

reception projects for victims of trafficking and sexual or labour exploitation, ordinary SAI (Reception and Integration System), and unaccompanied foreign minors reception projects. Furthermore, in 2021 the Municipality of Ravenna has established the Register of Welcoming families (Albo delle Famiglie Accoglienti), which is a platform in which people can offer and ask for accommodation, assistance, and tutoring. It is an additional tool for the inclusion and support of minors, boys and girls, adults and the elderly, as well as an opportunity for the growth of the entire community. For years, the Municipality of Ravenna has been promoting projects aimed at enhancing family solidarity actions and social sensitivity towards adults, minors and families in state of need. Citizens can generate innovative models of social intervention by welcoming families or by providing some of their time, relational abilities, and professional expertise, to counter the fragility of people and respond to the needs of adults and minors.

The multiplicity and variety of these services makes it possible to deal with the topic of migration on so many occasions and to be touch-points of different citizens and users, while still maintaining a constant line of direction dictated by combating discrimination and hate speech with an anti-racist connotation.

With its online presence, the Municipality of Ravenna tries to open an intercultural dialogue with its citizenry, but the topic often proves to be quite polarising; whether it is a cultural event, a dissemination initiative, or a news story, the communication occasionally faces backlash, giving rise to racist and xenophobic comments. Regardless of whether this shift in the predominant narrative is due to an actual change in the fabric of society or simply its perception, public discussion, especially with the advent of social media platforms, tends at times to take on confrontational tones that can easily result in verbal abuse of users, among whom migrants figure as a more vulnerable segment of society. Therefore, the risk of igniting the spark of hatred within an online forum is always present and there is an urgent need to provide citizens with the tools to act consciously on the web, aware of the impact of one's actions and behaving according to rules of peaceful interaction.

Through participation in FAST LISA, the Municipality of Ravenna has set forth a multifaceted agenda aimed at achieving several key objectives:

1. **Educating Citizens on Responsible Online Behaviour:** The municipality endeavours to instil a sense of responsibility among citizens across different age groups regarding their conduct in digital spaces. By promoting awareness and fostering understanding of the impact of online behaviour, Ravenna aims to cultivate a culture of respectful and ethical engagement online.
2. **Exploring Innovative E-Participation Tools:** Ravenna seeks to identify innovative methodologies and instruments for the promotion of territorial policies and the enhancement of social cohesion, through the adoption of a novel e-participation tool designed to facilitate both qualitative and quantitative analyses of online interactions. Leveraging the expertise of specialists, the municipality aims to harness

the potential of digital platforms for meaningful civic engagement while enhancing the ability to evaluate and respond to citizen input effectively.

3. Empowering Citizens Against Online Hate Speech: Recognizing the prevalence of online hate speech and its detrimental effects on individuals, Ravenna endeavours to equip citizens with tools to defend themselves in the event of encountering such content. Moreover, the municipality aims to raise awareness of citizens' rights and the risks associated with online presence, thereby fostering a safer and more informed online environment.
4. Empowering Youth as Moderators: Ravenna is committed to nurturing the social capital of its younger population by educating them to serve as moderators in online spaces. By empowering young citizens with the skills and knowledge necessary to foster positive online interactions, the municipality aims to cultivate a generation of digital leaders capable of promoting respectful dialogue and mitigating instances of online abuse.
5. Fostering Collaborative Relationships with Schools: Ravenna seeks to establish enduring partnerships with educational institutions, laying the groundwork for ongoing awareness and prevention initiatives. By forging strong ties with schools, the municipality aims to implement sustainable programs that promote digital literacy, responsible online behaviour, and the prevention of online hate speech among students, thereby contributing to the creation of a safer and more inclusive online community both now and in the future.

## **Santa Coloma de Gramenet community**

Santa Coloma is one of the municipalities with the highest population density in Spain. One of the most outstanding characteristics of Santa Coloma is the coexistence of different cultures and communities. Heterogeneity characterises the citizens of our municipality and, to be more specific, more than 100 different nationalities live here. Of the almost 120,000 inhabitants of the city, 24,042 were born outside Spanish territory; this means that around 21% of our population is immigrant.

Immigration and coexistence are two key topics on which Santa Coloma City Council has been working for more than 20 years. Sadly, racist attitudes, xenophobic remarks, discriminatory situations based on gender, age, disability, religion or belief, ethnic/racial origin and LGBTIQ identity have emerged and rapidly spread through social media. That is why Santa Coloma has historically fought to promote diversity and inclusion.

The City Council implemented the “Nouvinguts” (newcomer) programme in 1995 with the aim of helping new arrivals to the city from other countries and continents. Santa Coloma was preparing for the influx of immigrants from other European countries, which increased from 2% in 2000 to 22% in 2010. This foresight allowed us to be prepared for rapid population growth. The city did not grow in number of inhabitants, in fact its peak was in



1981 with 140.000 inhabitants. Since then, levels are around 122.000 inhabitants. However, the composition of the citizenry and the social landscape changed drastically.

The intercultural orientation and the presence of migrants/immigrants posed a major challenge of social inclusion and the promotion of tolerance and respect for diversity, in the face of social exclusion and the rise of racism and intolerance.

Another important milestone for Santa Coloma was the European URBAN programme. In 2000, for the first time, the city had access to a European project for the dignification of public spaces and for the provision of social facilities. All the actions of the URBAN project were carried out in and with the beneficiaries of the project. Thus, in 2001 the Coexistence Plan was signed, which included a participative process for the construction of a programme for inclusion and attention to diversity. Likewise, in 2002 the system for citizen participation in Santa Coloma de Gramenet was built, also in a participative process, which, among other things, was equipped with participative bodies such as the City Council or the District Councils.

The Intercultural Coexistence Plan was the germ that preceded in 2008 the Coexistence and Citizenship Promotion Service, now known as the Coexistence, Community Development and Civic Service, which is structured and oriented towards the development of local coexistence policies.

From the Intercultural Coexistence Plan emerged three initiatives that are now fully incorporated into and organically depend on the Coexistence, Community Development and Civic Coexistence Service:

- The Mediation and Community Attention Team, that from the paradigm of positive conflict management attends to and accompanies situations of neighbourhood coexistence and deals with situations that could have a negative impact on coexistence;
- The "Xarxa de Valors", a team oriented towards raising awareness and incorporating intercultural criteria as a reference model for attending to diversity;
- The Centre for Information and Attention to the Foreign Population (CIAPE), which in 1995 was created as a "Nouvinguts" programme.

After the URBAN programme, the first Neighbourhood Law emerged in Santa Coloma in 2004. Currently, Llei 11/2022, of 29 December, for the urban, environmental and social improvement of neighbourhoods and towns. Likewise, the Intercultural Community Intervention Project, also called ICI, emerged. This project promoted by "la Caixa" Welfare Projects in 2010, aimed to encourage the interaction and coexistence in areas with significant cultural diversity in order to build a more cohesive and inclusive society. All these initiatives put people at the centre of the action, and lead to initiatives such as the systems of community participation and mediation, areas that Santa Coloma de Gramenet worked on and developed in 2000 and which, together with other initiatives, continue to be the driving force for social transformation.

These first experiences consolidated what today are called proximity policies, which are strategies oriented towards the generation of links and trust and whose focus is on the interactions between neighbours, paying attention to perception as a key element in the construction of experiences and subjectivities. Therefore, the City Council provides structures for the construction of new experiences, positive narratives generated through knowledge and positive interaction in favour of integration and social cohesion. An example of this is the District Councils offices, for the mandate 2023-2027 under the motto "Properes a tu". This includes public services equipped with proximity equipment and teams such as the Citizen Security teams, the local proximity police and the teams of night-time civic agents (the recovery of an old traditional figure in the towns of Spain, the "serenos" and "serenas"). In addition to these teams, there are the community coexistence, community development and civic-mindedness teams: the mediation team, the "Xarxa de Valors", the CIAPE, civic-mindedness, community action projects and programmes, etc.

All these services and resources highlight the importance of communication and the elements that make it up, as well as the processes involved: information and communication, awareness raising, training and capacity building.

Specifically in the field of coexistence and attention to diversity, it is worth mentioning the adhesion of the city of Santa Coloma de Gramenet, in 2014, to the Spanish Network of Intercultural Cities-Intercultural Cities (RECI-ICC). RECI is a group of cities and districts from different parts of Spain committed to promoting diversity management policies based on interculturality. RECI was created in 2011 by the Council of Europe, within the framework of the European Intercultural Cities programme.

Likewise, it should be highlighted the city government's commitment to the Sustainable Development Goals, which are present in all municipal policies through the Municipal Action Plan. In this regard, special mention should be made of the Spanish Urban Agenda, to which Santa Coloma de Gramenet belongs. The Spanish Urban Agenda, taken into consideration by the Council of Ministers on 22 February 2019, is the roadmap that will mark the strategy and actions to be carried out until 2030. The Urban Agenda is a new way of analysing and building the future of Santa Coloma de Gramenet, making it more friendly and welcoming, with equitable and sustainable economic growth.

The participation of Santa Coloma in the FAST LISA project is one more example of the commitment of our institutions in the continuous work in favour of good coexistence, social inclusion and respect towards diversity. In this project, specifically, our aim is to explore the procedures involved in the identification, classification, prosecution and statistical documentation of hate crimes and, in doing so, to quantify and identify the nature of this phenomenon.

With the actions carried out within the framework of the FAST LISA project, Santa Coloma ultimately aims to detect, understand and combat online hate speech, as well as to improve citizen coexistence, enrich community diversity and improve the social integration of all groups, especially the most vulnerable.

In particular, Santa Coloma has set itself the following specific objectives:

1. To have a clear and comprehensive overview of the legal and regulatory treatment of the fight against hate speech and hate crime online.
2. To improve the knowledge of online hate speech and the main groups targeted by online haters.
3. To promote an alternative, interactive and engaging narrative of diversity with the aim of bringing a deeper and more authentic understanding of the different cultures, religions and beliefs.
4. To involve representatives of the City Council, entities and associations, teachers and students of secondary public schools, police forces, academics, representatives from the legal field, in the development of formal and informal systems to detect, report and counter online hate crime.
5. To raise awareness among potential targets of hate speech about the specific tools, rights and legal protection available to victims of hate crime.
6. To generate strategic alliances with other bodies at national and European level that give visibility to the issue of hate speech and work to counteract it in favour of social inclusion and respect for diversity.

In conclusion, Santa Coloma works to be a more sustainable, healthy, efficient and inclusive city, becoming an example in Spain and Europe of how to address diversity and social inclusion.

# Individuation of the target group and methodology used

The three communities approached the project activities with a diverse array of methodologies, each finely attuned to confront the various manifestations of online hate speech prevalent within their distinct domains. Despite facing similar challenges, the communities recognized the necessity of tailoring their approaches to accommodate the unique socio-cultural intricacies inherent to their contexts. This nuanced understanding ensured that interventions were not only effective but also sensitive to the specific needs and dynamics of each community.

Throughout the project, the actions undertaken by the Partners were underpinned by the invaluable guidance provided by experts within the FAST LISA Consortium. Drawing upon their wealth of knowledge and experience, these experts offered invaluable insights and strategic direction, empowering the communities to navigate the complexities of combating online hate speech with confidence.

Furthermore, the presence of dedicated tutors and ambassadors played a pivotal role in facilitating the implementation of project initiatives. These individuals, having undergone specialised training, assumed critical roles as facilitators and moderators, ensuring the smooth execution of workshops and fostering constructive dialogue within their respective communities.

By integrating the expertise of the FAST LISA Consortium members with the on-the-ground support provided by tutors and ambassadors, the communities were able to leverage a comprehensive framework for addressing online hate speech effectively. This collaborative approach not only enhanced the impact of the initiatives but also fostered a sense of cohesion and shared purpose among stakeholders, ultimately contributing to the project's success.

## Offenbach community

In order to ensure that the objectives of the project are achieved, the project at the local level in Kreis Offenbach involved various stakeholders due to their expertise and interest on the subject matter, in the implementation processes. This has facilitated the use of diverse perspectives and resources to contribute towards creating a safer online community. Among the stakeholders that were involved in the project included the following:

**The external Advisory Board:** The project's External Advisory Board members at our local levels are representatives and experts from organisations working on Hate speech and related themes. These are:

- An Nusrat is a Non-profit organisation, which runs several tutoring centres on hate speech and counselling centres in the whole of Germany. As part of the External board members of the FAST LISA project, the organisation led the capacity building programme for the project young ambassadors at the local level, which ran from June till October, 2023. The content delivered in the workshops were aimed at empowering the participants with the requisite knowledge and skills to maintain sensitive interactions on digital platforms as well as to equip them with tools to counteract any tendencies within their own environment to counteract online hate speech and to contribute as the project's local ambassadors. In all, the organisation delivered 12 workshops within the project.
- [Pro prevention – Kreis Offenbach](#): The DEXT department in the district of Offenbach is dedicated to measures for general and specific cross-phenomenon prevention of extremism and promotion of democracy. It aims to prevent radicalization tendencies and to intervene in a needs-oriented manner if there are signs of an alleged danger. Within the FAST LISA project, a representative of this department offered expert advice and guidelines in the FAST LISA local implementation activities.
- [Hessen against Hate Speech](#) is a state institution responsible in offering those affected and witnesses of hate speech an uncomplicated opportunity to take action against hate online, the Hessian state government set up the state reporting office Hessen Gegen Hetze in January 2020. Reports are forwarded to the State Office for the Protection of the Constitution in Hesse (LfV), where they are intensively checked and processed. They offer an uncomplicated reporting procedure via web form, e-mail or hotline, ensure the documentation and evaluation of reported content, transmit reported content to the prosecuting authorities in the case of criminal relevance, to the State Office for the Protection of the Constitution in the event of extremist indications, support those affected by complaining to the social networks under the Network Enforcement Act (NetzDG), inform communicators about the result of our assessment and the measures taken, provide information on hate speech and extremism among others. As a stakeholder, the organisation offered their expertise to their project and its participants. 2 Workshops were delivered by this organisation to a mixed audience made up of the project ambassadors, public sector workers, youth social workers, police, policy makers, school pupils and their teachers among others, within the context of the FAST LISA project.

### **Representatives of public Authorities the county of Offenbach**

Offenbach County is made up of 13 different administrative cities. Through the project activities, we managed to reach every commune. The project's local ambassadors are dispersed in the whole county. In order to reach the communes and especially the policy makers, the project brought these stakeholders together to contribute to the discussion. Their contributions were pronounced during the information day event where mayors of some of the cities and representatives participated in the event. During which they demonstrated their support and commitment to the goals of the project. 2 workshops accompanied by a social theatre were delivered during this event, led by young ambassadors and Hessen against Hate Speech. These representatives were again present during the

project's big event organised on 26.01.2024, which saw close to 200 participants. During the event, 3 different workshop sessions were delivered, led by the ambassadors, by Hessen against Hate Speech and testing the ECHO Discord. Arrangements are already in place to maintain and use this network and use their project funding possibilities for FAST LISA replication activities for the project upscaling, post- funding.

### **Anne Frank Educational Centre**

The Anne Frank educational centre in Frankfurt is active nationwide on the sensitization of young people and adults on anti-Semitism, racism and other forms of discrimination - and empowering them to actively participate in an open, democratic society. As a stakeholder, the centre contributed by delivering a workshop in the learning laboratory, which is an interactive learning laboratory on anti-Semitism, racism and discrimination in the past and present. This further deepened the knowledge of the young ambassadors on the topic. Various printouts from the centre were distributed to participants during the project's events.

### **February 19 Initiative**

After the racist terror attack in Hanau on February 19, 2020, an initiative emerged to commemorate the victims of this attack and to sensitise society about extremism. A visit to this initiative with the project's young ambassadors provided them with first hand information about the real-effects of hate speech and its consequences through a workshop. Regular events are organised by the 19th of February on overcoming hate. This will provide a resource base for the young ambassadors in their subsequent actions.

### **Schools of Kreis Offenbach**

As foreseen by the project, the youth are one of the project's target groups. To reach them and send the project's message across and use cases, the schools in Dietzenbach were involved in the project activities, especially the workshops during the project's big event. During the event over 100 school pupils were involved ranging from age 12 to 25. They were taken through workshops on online Hate speech and using the ECHO discord. The schools have expressed interest to further engage on the topic and plans are far advanced to visit schools and replicate the workshops as well as the ECHO app, which will be led by the young ambassadors as part of their sustainability plan.

## **Ravenna community**

The FAST LISA ambassadors were recruited amongst young people attending the Informagiovani spaces of the Municipality of Ravenna, after the project was presented and it captured their interest, resonating also with many of their personal stories. They were the key-actors that allowed for the actualization of the project's actions, as they took part in the capacity building programme provided by experts of UNIBO and UNIURB and, together with the assistance and supervision of tutors (third-sector specialists from Librazione who also received specific training on the topic), they served as moderators for both the public consultation and the ECHO Discord workshops.

## Public consultation - Wordpress Dashboard

The tool of the Wordpress Dashboard was used in four separate instances: three workshops targeting third-sector operators (amounting to a total of 71 participants) and a public consultation open to everyone. For all of these initiatives the topic used to spark the discussion was the same, *A Casa mia?*:

*Many families have experienced welcoming refugees into their homes. Living with local people can help them feel part of a community, create a network of relationships, increase language skills and enhance access to better job opportunities. Those who open their doors have the opportunity to get to know a new culture, to become a more aware and active citizen, to live an enriching human experience.*

You can view the project promoted by the Municipality of Ravenna [here](#).

*And what do you think about welcoming families? Do you believe that the community should play a role in the integration of migrants, or that it is a matter for the public reception system?*

This was chosen in light of the fact that online promotion of the campaign for the Registry of the Welcoming Families has received mixed and rather heated reactions that often resulted in hate speech and abusive language towards migrants.

### 1. Experimental workshop:

When:	14th of July 2023
Participants and methodology:	Third sector operators, sensitive to the issue of migration (hence, the use of 'role' cards was needed).

This first workshop was useful for the ambassadors to experiment as moderators, and train before the actual public consultation.

### 2. Public consultation:

When:	from the 1st until the 31st of August 2023
Participants and methodology:	It was shared on the municipality's social media platforms as well as the institutional website. Anyone could access the link and participate in writing comments.

### 3. Second workshop:

When:	20th of October 2023
Participants and methodology:	Third sector operators, sensitive to the issue of migration (resorting to the use of 'role' cards).



#### 4. Third workshop:

When:	27th of October 2023
Participants and methodology:	Third sector operators, sensitive to the issue of migration (resorting to the use of 'role' cards).

The second and third workshops proved valuable for third-sector operators, as they often face online situations involving cyberbullying or hate speech. Participants were provided with 'role' cards to simulate various roles, minimising the likelihood of situations requiring moderator intervention. Despite being limited to interacting as users rather than moderators, this experience equipped them with valuable insights and sparked discussions on improving their responses to similar situations in both personal and professional contexts.

### ECHO Discord

Regarding ECHO Discord workshops, the target demographic were students (210) from first and second grade schools of Ravenna. Three institutes have been involved between October and December 2023 for a total of 9 workshops: IC Damiano, IC Valgimigli, and IC Randi.

The involvement of a diverse array of schools underscores the imperative of addressing the pervasive issue of hate speech, particularly within online spaces, on a broad scale. This concerted effort arises from the collective commitment of numerous educational institutions that have acknowledged the pressing need to tackle this issue meaningfully. Central to this endeavour is the active engagement of young individuals, aimed at equipping them with alternative perspectives and strategies to comprehend and effectively combat hate speech. Therefore, the primary objective is to educate young people about the detrimental impacts of online hate speech and empower them with the skills to identify and address it constructively, while protecting their privacy.

Ultimately, the overarching goal is to foster a culture of respectful and constructive dialogue, ensuring that online interactions do not inflict harm on the younger, more susceptible members of society. Moreover, the schools' participation in the FAST LISA project testifies to their willingness to contribute to heightened awareness and improved dynamics of online communication among young people, thereby cultivating a more inclusive and respectful digital society.

The preparations of each workshop followed the operational instructions provided by UNIBO's research team. Ambassadors and tutors approached the participants introducing the project and its objectives, defining the rules of the activity and creating a stimulating environment that allowed for them to get into their assigned roles. The students were then presented with the topic to be discussed, pretending that Discord was in fact the class group chat:

*"I am at the station and waiting for the bus to go to school. I'm wearing my skinny jeans and suddenly I feel someone grabbing my butt, I see him walk away whistling at me and calling "ah beautiful!". I can't react immediately and I run inside the bus. In shock, I write in the class group chat."*



The moderation process proved to be highly dynamic, leveraging Discord's functionality to enforce the rules of engagement effectively. Through this system, appropriate measures could be taken, such as issuing warnings or temporarily restricting access, in response to repeated violations. This ensured the safety and respect within the entire group. Teachers were always included in the activities through an explanation of the methodology used and the moderation techniques adopted.

Following the end of the activities, there would always be a de-roling moment, allowing for the students to take a step back from the emotions they experienced during the workshop and rather focusing more on taking part in a group discussion with the lucid opinions they were maturing on the topic, contributing with their personal knowledge.

## **Public consultation during the final conference**

Another public consultation will take place in the month preceding the final conference in Brussels, and therein the results will be shared with the audience. The purpose of this public consultation is to have the participants to the final conference be able to experience our workshops first-hand by interacting with the Wordpress Dashboard as users.

For this reason, it is necessary to identify a topic that is both representative of the issues present within our community but also relatable and applicable to external stakeholders that may be interested in taking part in the conference. The topic chosen is that of political participation of migrant citizens through a possible extension of the right to vote.

### *"Citizens and Noncitizens"*

*Some migrants are not interested in Italian politics and do not know its regulations, remaining more attached to what happens in their country of origin. For the new generations born in Italy, or who arrived at a young age, the country of origin is seen as a distant place, in which they do not recognize themselves, finding more of their identity in their country of residence, where, however, they remain excluded from the possibility of actively participating in political life and fully enjoying civil rights.*

*Despite residing in Italy for many years, the same exclusion from political participation and the exercise of civil rights is also found for the first generations, many of whom have been living on Italian territory for decades.*

*Granting or obtaining Italian citizenship becomes the only means of ensuring the foreigner's political participation, a goal that cannot be taken for granted given the difficulties of the administrative process and the variables of acquisition.*

*Based on this reflection, do you think that granting the right to vote to non-EU citizens in your Country would bring advantages or disadvantages within the state system?*

The rules of engagement will be the same used in the previous public consultation: 1) Do not share personal information (e.g., biographical data, phone numbers, etc.). 2) Avoid offensive, discriminatory or vulgar content. 3) Limit themselves to criticising the content of

discussions, avoiding personal attacks on other users or team members. 4) Avoid direct or indirect references to other citizens, while reference to public and institutional figures is acceptable, as long as it is respectful and relevant to the discussion. 5) Do not advertise or promote economic activities.

## **Santa Coloma de Gramenet community**

### **Public consultation - Wordpress Dashboard**

Santa Coloma City Council held a Public Consultation from October 20<sup>th</sup> to December 20<sup>th</sup>, 2023.

The public consultation was carried by the Coexistence, Community Development and Civic-mindedness Service. This Service works for the residents of Santa Coloma, ensuring equal rights and duties and intervening throughout the city, from a strategy of proximity, in order to provide tools to address situations that may become detrimental to coexistence.

The mission of the Service is to implement and develop strategic lines of action related to citizen coexistence policies, in a process of continuous improvement. Its work is developed from the perspective of research, participation and learning, which allows it to design actions permanently adjusted to the different social realities of Santa Coloma.

The objectives pursued by the Coexistence Service through the public consultation were:

1. to promote e-participation and collect citizen input as well as to value and incorporate their opinions into the political agenda with the aim of developing new actions oriented towards community integration based on respect for diversity and esteem for the neighbourhood and its community.
2. to analyse the language used in the comments of citizens through the dashboard and use the results provided by this tool to build public policies to fight against hate speech. In this sense, decision makers will use the dashboard of the hate maps to understand the phenomenon and plan appropriate strategic policies.

The description of the context and the chosen subject for the public consultation are detailed as follows:

Within the contextual framework of the project "Neighbourhoods and communities: engines of transformation", of which Santa Coloma de Gramenet is part, neighbourhoods affected by a situation of urban and social segregation are identified, where situations of economic and residential vulnerability arise. In this sense, Santa Coloma de Gramenet City Council works to reduce socio-economic inequalities, promote inclusive coexistence, participation and social cohesion. It does this by focusing on community empowerment, the basis of active citizenship, and by strengthening neighbourhoods and the community as agents of transformation.

Thus, Santa Coloma de Gramenet Town Council is committed to the transformation of neighbourhoods with a community perspective and does so by including in the municipal programme collaborative activities to generate good coexistence. An example of the activities carried out by the City Council is the gastronomic exhibition "Flavours of the World", which is included in the project "Vive el Fondo" and which took place in the Plaza del Reloj, on Sunday 8 October, from 12 to 16 h.

This historic event is in line with the commitment of the Department of Coexistence, Community Development and Citizenship of the Santa Coloma City Council to promote diversity and good coexistence among citizens, as well as to integrate commercial activity in the community dynamics from the restoration and proximity trade. In a cross-cutting manner and with the collaboration of the different municipal services, the Department works to improve coexistence through proximity and to strengthen the associative network and networking.

In this sense, and with the aim of developing new actions oriented towards community integration based on respect for diversity and esteem for the neighbourhood and its community, the Department of Coexistence, Community Development and Civic-mindedness of Santa Coloma City Council is opening a public consultation from 20 October to 20 December 2023 to gather proposals from citizens on what collaborative activities they would like to carry out in public spaces with the aim of improving community relations, generating positive narratives and strengthening social cohesion.

The public consultation included specific participation rules, which are detailed below:

1. Do not share personal data (e.g., full name, address, telephone number, etc.)
2. Use respectful language in your comments to participate in the public consultation;
3. Do not advertise or promote economic activities.

The result of the public consultation provided by WordPress Dashboard includes quantitative and qualitative data. The statistics show that there have been 54 proposals and 310 reactions of support and approval to the comments made by the citizens.

The comments received have been collected, grouped and classified into four groups according to their typology: 1) Activities, 2) Education and Awareness Raising, 3) Facilities and Services, 4) Initiatives and Reference Spaces, 5) Intervention of the City Council and 6) Network and Democratic Spaces.

Activities:

1. To regulate the timetable and use of the squares according to the activity.
2. Organise activities related to sport and food in the public space, incorporating commerce as sponsors.

3. Traditional music and dance activities of the different communities facilitate us to get to know each other, to accept the diversity of the territory and to enjoy recreational time.
4. Community gardening activities allow participants to get to know each other in a relaxed environment while at the same time taking care of the public space.
5. Organise free activities for young people aged 12 and over. This age group is forgotten and is the most complex.
6. Set up flower stalls and organise a craft market on the Rambla del Hondo - San Sebastián.
7. Travelling exhibitions in public spaces to get to know the culture of the different communities and to different communities and promote diversity in Santa Coloma.
8. Include artistic expression in public spaces in order to improve the appearance of the urban landscape, develop a sense of belonging, and renew the public's view of Santa Coloma.
9. Expand the agenda of cultural activities in libraries. Draw up a monthly calendar including screenings, book presentations, debate sessions, art exhibitions, etc. Culture and knowledge bring us together.
10. Organise a "Street Commerce" day by restricting car access and placing stalls on the road to promote proximity to citizens and generate a good atmosphere.

#### Education and Awareness Raising

11. Promote the role of entities in the coordination and dynamization of awareness-raising activities in the public space in order to publicise the different communities that exist in Santa Coloma. The more we know of other communities, the greater the respect.
12. Organise solidarity and citizen volunteering activities for the maintenance of public spaces. This is a way of creating community, raising awareness of uncivil behaviour and promoting respect among the community and towards the city.
13. Hire Civic Agents to inform and raise awareness among dog walkers of the need to people who walk a dog in the streets and squares of the need to clean up urine and defecation of their dogs and, where appropriate, hand out bottles with soap and water. This initiative has already been implemented in some local councils in our country and should be implemented in our city.
14. Educators on the front line of the street to work with young people and adolescents to reduce uncivil behaviour: hitting with balls, misuse of bicycles and scooters, invasive games, disrespectful behaviour, disruptive music and noise.

15. Develop and promote videos in educational centres on how to share public spaces, take care of them, respect them and use them correctly for a good coexistence.
16. Screening of thematic documentaries with a debate and reflection session on values and cultures present in Santa Coloma for a better and greater knowledge of the different knowledge of the different communities that exist in the city.
17. Write up rules of coexistence and behaviour regarding the use of public space and distribute them in the mailboxes. For example:
  - Do not step on the grass in the squares.
  - Do not bring animals to relieve themselves in public spaces.
  - Do not break public furniture (benches, monuments, lights, etc.).
  - Do not burn plants or pull up flowers.
  - Graffiti is not allowed.

#### Facilities and Services

18. Incorporate waste treatment and recycling bins. Replace simple litter bins with waste sorting bins with triple recycling separation: blue, yellow and grey.
19. Provide coworking areas in libraries and other municipal public facilities.
20. Install a structure to provide shade in the Plaça Sagrada Família in Santa Coloma so that adults and children can enjoy it in summer.
21. Create spaces in the river area for young people and teenagers as an alternative to the use of other sports facilities.
22. Install community Wi-Fi access points in large public spaces such as the Parc del Pins, Parc de Santa Rosa, Plaça del Rellotge, Plaça de Mediterrània and Plaça Albert Francias. Regulated the time of use to encourage people to go out to public community spaces.
23. Facilitate mobile phone charging points in the busiest areas.
24. Delimit a specific regulated space for wall murals and graffiti. This will prevent graffiti all over the place, which litter and degrade the city's public space. degradation of the city's public space.
25. Set up a public kitchen in the market where collective sessions can be held to promote healthy habits and local food.
26. Make Santa Coloma accessible to people with reduced mobility. Extend the improvements made, for example in Carrer Saragossa and Avinguda Francesc Macià,

to the rest of the city. Priority must be given to pedestrians, especially children and the elderly, and more friendly and safe spaces must be created to promote social cohesion and good coexistence. coexistence.

#### Initiatives and Reference Areas

27. Create a Pooled Resource Bank. Public-community initiative, to provide a service to entities through training, the loan and free transfer of diverse materials to carry out their activities. It is a commitment to put into practice new forms of use and ownership of resources, as well as to promote cooperation and recycling.
28. To create an Environmental Classroom as a point of support for organisations and traders in Santa Coloma. A place of reference where they could offer material resources such as reusable crockery, litter bins and selective waste collection signage, as well as providing advice to organisations on a range of issues such as: working on the selection of local suppliers, measures against food waste, elimination of plastic in packaging and waste in general, consumption reduction, green distribution, etc.
29. Create a space of cultures related to the Metropolitan Area and to the heart of the Fondo neighbourhood for different educational and cultural entities of the city. The aim is to give a voice to the languages and cultures which cohabit united by the Catalan language and culture. This includes the following facilities: assembly hall, world cuisines room, rehearsal spaces ("castellers i gegants", Indian and Latin dances, etc.), open meeting space for senior citizens, study room, world games room, room for young people, etc.
30. Greater presence of Catalan-language cinema in the city, taking into account the fact that there is no cinema. It is proposed that libraries become the driving force of this offer in Santa Coloma and that it should be especially sensitive to the Catalan-language films, as this is a cultural and linguistic issue that is doubly neglected.

#### Intervention by the City Council

31. More security and cleanliness in general, and action beyond the Fondo neighbourhood.
32. Disinfect the children's area such as Plaça Catalunya, where dogs and the occasional adult urinate. Include civic agents to monitor, raise awareness and denounce this type of behaviour.
33. Cohousing for elderly people, over 65 years old, with a low income.
34. More cycle routes in the public space and information for the citizens of Santa Paloma on where they are and how to use them correctly.

35. Creation and promotion of alternative green and urban routes and paths to decongest the centre of Santa Coloma and the accumulation of people, as it is dangerous and generates conflict.
36. To re-convert the Plaza del Reloj. Rethink the space and give it a voice and a message. Promote an inclusive green space with a professional stage (light and sound points for city events such as Chinese New Year, St George's Day or Christmas). Symbolic representation of cultures and languages that coexist. Culture of peace. Decentralise the city.
37. Impose penalties for uncivil behaviour on people who litter or do not littering or not picking up dog waste and providing more spaces for dogs.
38. Impose penalties on people who spray-paint, break street furniture, leave rubbish on street furniture, leave rubbish on the pavement, gather in squares to drink and make noise in the and make noise in the early hours of the morning.
39. Create an App to control the capacity and mobility of buses and set up digital screens with waiting times at all bus stops.
40. Create an App that provides information on the city's public spaces according to different criteria, such as: level of public use, level of pollution, activities in the space, existence of green areas, access times, etc. Information that is very useful for citizens and to make Santa Coloma a Smart City. to make Santa Coloma a Smart City.

#### Network and democratic spaces

41. Organise a "Participatory Conference": Open a space for debate and relations between different people, cultural communities and entities to discuss how each one uses a specific public space (squares, streets, etc.). Discussion about why we make this use, what proposals for improvement we have in mind, how we take co-responsibility for these changes and what we can do to live together in the same space.
42. Open a Commission made up of the representative of the trade association, a representative of each association, a representative of each migrant community and a local representative of Santa Coloma and draw up a work plan on the subject of the Public Consultation.
43. Adhesion of the Santa Coloma Town Council to the Network of Cities that Walk. This is an international non-profit association, open to town councils and other public administrations committed to improving public space. They promote, among other things, sustainable mobility, universal accessibility, road safety, environmental quality and child autonomy.



The contributions to the public consultation were analysed with the Dashboard tool according to the presence or absence of abusive language, the motivation behind the bias and the type of target audience to which the abusive language is directed. The results provided by the Dashboard are explained in section: "Results and feedback".

## Workshops

The Santa Coloma ambassadors group represented FAST LISA at the first general meeting of "Centres per la Convivència" (Centres for Coexistence) on Monday 16th of October 2023. This is a socio-educational program of the City Council of Santa Coloma de Gramenet and public secondary schools with the collaboration of the Coexistence, Education, Health and CIRDS Services and the Department of Education of the Generalitat.

Centres per la Convivència aims to establish a model of city intervention through the articulation of a collaborative network that promotes and energises models of positive coexistence, through the exchange, participation and representation of the different agents that live together in the public high schools of the city: teachers, students, families and other community agents.

The program promotes different strategies that have as principles the transformation of conflicts into learning opportunities and the construction of a positive, intercultural and intersectional narrative that takes into account diversities, anti-racist and feminist.

FAST LISA ambassadors attended the meeting along with two representatives of "la Xarxa de Valors" team, who introduced them to teachers from several schools of Santa Coloma de Gramenet and agents from social integration. The ambassadors presented the FAST LISA project, explained their experience and their role, as well as the local action plan including workshop and focus groups with young students. They showed the summary video of the International Camp among other resources.

The feedback received was very positive and it confirmed the participation of the FAST LISA ambassadors in three "Intercentres" conferences with students and teachers from the nine public high schools of Santa Coloma de Gramenet.

### Intercentres I

It took place on December 12<sup>th</sup> 2023 at the youth resource centre Mas Fonollar, in Santa Coloma de Gramenet. More than seventy representatives including teachers and students attended the four hours event.

The programme included:

1. Welcoming of the participants and a short dynamic to meet and mix students of different secondary schools.
2. Presentation of the FAST LISA project and the dashboard tool by our ambassadors.
3. General discussion about online hate speech and collection of real examples of discrimination experienced by the students. More than 100 cases were collected.



4. Game “take a step forward if...” with students to exemplify and visualise if they have experienced or generated discrimination, if they have used hate speech and if they have counteracted it.
5. Workshop with students and teachers, divided into 8 groups consisting of participants from different schools and supervised by FAST LISA ambassadors. Each group was given 5 real cases of online hate speech previously written by the students. They had one hour to reflect and discuss each case, express how it is dealt with in each school and propose a way to counter it.
6. Final general session where the students of each group presented the results and conclusions of the workshops including different methodologies: acting, speech, reflection map, photographs, etc.

### **Intercentres II**

It took place on February 24th 2024 at Can Periquet secondary school. Can Periquet is an educational centre of reference in restorative culture. More than 70 participants including students and teachers of Santa Coloma secondary schools and FAST LISA ambassadors met more than 85 students of Can Periquet. Representatives of the City Council also attended and the event was broadcasted by “radio Palau”.

The four hours programme included the following activities:

1. Welcoming of the participants and a short dynamic to meet and mix students of different secondary schools.
2. Workshop in groups of 15 participants including students and ambassadors: a) breaking the ice: initial question what you like most of your friends; b) game to mix participants; c) main activity to exemplify restorative communication to counteract hate speech and promote inclusive behaviour; d) general session: discussion and conclusions.
3. Second workshop in groups of 10 participants to solve two conflicts based on the five restorative principles.
4. Closing: summarise today's day in two words and put it up on the mural in the school hall.

The evaluation of both Intercentres events is made at the seminar meetings with teachers during the academic year.

Likewise, students of the 9 public secondary schools reproduced the activity with classmates and other youth from lower grades at their schools.

### **Intercentres III**

We are currently working with FAST LISA ambassadors on the last conference that will take place on May 15<sup>th</sup> 2024.

## Conference

The City Strategy includes the academic conference organised by the Universitat Autònoma of Barcelona: "Hate crimes: applicability problems and constitutional limits". The event will be held during the 21st March 2024, at the same University.

The objective of this Congress will be to continue advancing in the study of the problem of hate speech (especially in social networks and the internet) and to improve the study of detection and reaction techniques, especially from the field of criminal law.

The Congress will be an open public event, including key people such as university students, members of cultural associations, municipal politicians, academics, etc.

The agenda is as follows:

16.00 – 16:15	Presentation of the event, by Antoni Cardona Barber, Criminal Law Professor and coordinator of the UAB team in the Fast Lisa Project.
16.15 – 16.45	"Jurisprudential treatment of hate crimes by the Spanish Constitutional Court", by Rafael Rebollo Vargas, Professor of Criminal Law at the Autonomous University of Barcelona.
16.45 – 17:15	"Limits to freedom of expression and hate crimes", by Sergi Cardenal Montraveta, Professor of Criminal Law at the University of Barcelona.
17.15 – 17:45	"Do we have a problem in Spain with crimes consisting of acts of expression (and, if so, how do we deal with it?)" by Jacobo Dopico Gómez-Aller, Professor of Criminal Law at Universidad Carlos III de Madrid.
17.45 – 18.15	Coffee break.
18.15 – 19.00	Round table discussion, moderated by Míriam Cugat Mauri, Professor of Criminal Law at the Autonomous University of Barcelona, with the participation of UAB criminal law professors, judges, prosecutors, and

	members of the research team of the Santa Coloma de Gramenet City Council in the Fast Lisa project.
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It is the intention of the organisers of the Congress that the papers presented, and the main points of the debate, will be published in a book resulting from the Congress. To this end, when the time comes, they will work with a specialised legal publisher.

# Replication guidelines

The collaborative efforts of the three Partner communities yielded a comprehensive set of actionable steps designed to guide external stakeholders in replicating the activities of FAST LISA. These procedural guidelines, specifically tailored for replicating a Public Consultation using the WordPress Dashboard, encompass a series of detailed steps aimed at ensuring the smooth execution and meaningful engagement of participants:

1. **Identification of Suitable Computer System:** This initial step emphasises the importance of selecting a user-friendly computer system that is easily accessible, particularly for individuals with limited resources or digital literacy. Accessibility is key to encouraging broad participation and inclusivity within the consultation process.
2. **Identification of Target Demographic:** Clearly defining the target demographic intended to engage with the dashboard is essential for tailoring outreach efforts and ensuring the relevance of the consultation topics to the intended audience. Understanding the characteristics and preferences of the target demographic facilitates effective communication and engagement strategies.
3. **Drafting Rules of Engagement:** The establishment of transparent rules governing platform use and moderation is crucial for creating a conducive environment for constructive dialogue. Clear guidelines for participant involvement and the exchange of views ensure that discussions remain respectful, productive, and focused on the consultation objectives.
4. **Identification and Training of Moderators:** Moderators play a pivotal role in facilitating discussions, maintaining decorum, and ensuring the smooth functioning of the consultation platform. Whether volunteer ambassadors or trained professionals, moderators require comprehensive training to effectively navigate the platform and address any issues that may arise during the consultation process.
5. **Selection of Meaningful Topic:** The selection of a relevant and meaningful topic is fundamental to eliciting meaningful contributions and fostering a deeper understanding among participants. By choosing topics that resonate with the interests and concerns of the target demographic, stakeholders can generate valuable insights and promote informed decision-making.
6. **Establishment of Time Frame:** Setting a clear time frame for the public consultation allows participants sufficient time to formulate informed opinions and engage in meaningful discussions. A well-defined timeline also enables moderators to monitor discussions effectively, collect data, and evaluate outcomes within a specified timeframe.
7. **Comprehensive Data Analysis:** In addition to collecting quantitative data provided by the WordPress Dashboard, stakeholders are encouraged to conduct qualitative analysis to gain deeper insights into participant perspectives and sentiments. This comprehensive approach to data analysis enables stakeholders to evaluate the effectiveness of the consultation process and identify areas for improvement.

8. **Sharing of Results:** Transparency and accountability are promoted through the sharing of consultation outcomes with participants, where feasible. By providing feedback on the results achieved, stakeholders reinforce participants' involvement in the process and demonstrate a commitment to responsiveness and openness.

By adhering to these detailed guidelines, external stakeholders can effectively replicate the Public Consultation process facilitated by FAST LISA, thereby promoting informed dialogue, enhancing community engagement, and fostering meaningful participation in decision-making processes.

To successfully replicate the experience with ECHO Discord, external stakeholders are encouraged to adapt and implement the following comprehensive guidelines, that ought to be thoughtfully tailored to suit the unique characteristics and needs of their local contexts:

1. **Thorough Environment Preparation:** Prioritise meticulous preparation of the workshop environment to ensure seamless facilitation of activities. This includes not only ensuring the proper functioning of technological equipment but also creating an atmosphere conducive to engagement and participation. Should the chosen software tool present challenges that impede effective communication or engagement with the audience, consider alternative methods, such as offline workshops. Consistent technical disruptions can undermine the legitimacy of the workshop and erode participant trust. Therefore, it is crucial to master the software, secure a reliable internet connection, provide necessary devices to participants, and devise contingency plans to address any unforeseen incidents.
2. **Individuation of Target Demographic:** Prioritise understanding the demographic makeup of the intended participants to tailor the workshop content effectively. Consider factors such as age, cultural background, socioeconomic status, and level of digital literacy. By identifying the specific characteristics and needs of the target demographic, stakeholders can ensure that the workshop resonates with participants and encourages meaningful engagement.
3. **Individuation of a Topic for Discussion:** Selecting a topic that aligns with the interests, experiences, and concerns of the target demographic is essential for fostering engagement and promoting meaningful dialogue. The chosen topic should be relevant, timely, and impactful, addressing issues that participants can relate to and providing opportunities for constructive conversation. Consider conducting preliminary research or surveys to gauge the interests and preferences of the target demographic and inform the selection of a suitable topic for discussion. By tailoring the workshop content to address topics of relevance and significance to participants, stakeholders can maximise engagement and create a more enriching workshop experience.
4. **Assignment of Roles:** Distribute roles among participants to diversify perspectives and ensure balanced dialogue. By assigning roles, the workshop can avoid becoming polarised and encourage a more holistic exploration of the chosen topic.

5. **Facilitation of Participant Engagement:** Equip moderators with skills in non-formal education to effectively guide participants through the workshop process. This includes facilitating discussions, providing support where needed, and ensuring that all participants feel valued and heard throughout the session. By creating a supportive environment, moderators can enhance participant engagement and promote a sense of ownership over the dialogue.
6. **Inclusive Approach:** Pay careful attention to participants who may struggle to find their voice within the activity, ensuring that no one is left behind. This inclusive approach extends to teachers who may be supervising the workshop, emphasising their active involvement in discussions and activities.
7. **Creation of a Safe Space:** Establish a safe and supportive environment for open discussion, where participants feel empowered to express their thoughts, opinions, and experiences without fear of judgement or reprisal. Following the activity, facilitate guided debriefing sessions to help participants process any emotional responses and provide them with practical tools to address instances of online hate speech they may encounter in the future.

By following these comprehensive guidelines, stakeholders can effectively replicate the experience with ECHO Discord, fostering meaningful dialogue, promoting awareness, and equipping participants with the necessary skills to navigate online interactions responsibly and confidently in their respective communities.

It is paramount to underscore the critical importance of ensuring that individuals tasked with moderating workshop activities possess the requisite training and expertise. Specifically, moderators should have undergone comprehensive training, akin to that provided to tutors and ambassadors as part of the capacity-building program. This training equips moderators with the necessary skills and knowledge to effectively facilitate discussions, manage interactions, and maintain a supportive and constructive atmosphere throughout the workshop sessions. Additionally, providing ongoing opportunities for moderators to enhance their understanding of topics related to hate speech and e-participation is essential. This continuous learning enables moderators to stay abreast of emerging trends, best practices, and evolving challenges in these areas, thereby enhancing their effectiveness in facilitating meaningful dialogue and engagement among participants. Moreover, consistent IT support is indispensable throughout the duration of the activities. This support ensures smooth operation of technological tools and platforms, minimises disruptions, and enhances the overall participant experience.

Furthermore, the insights and findings gleaned from the workshop activities hold significant potential for informing advocacy strategies and shaping policy recommendations on pertinent issues such as digital rights, online safety, and the underlying causes of hate speech on the internet. Stakeholders can leverage these findings to develop evidence-based advocacy campaigns, lobby for policy changes, and advocate for the implementation of measures aimed at safeguarding digital spaces and promoting a culture of tolerance and respect online. By harnessing the outcomes of the activities, stakeholders can contribute to the advancement of digital rights, the promotion of online safety, and the mitigation of hate

speech in the digital sphere, thereby fostering a more inclusive and equitable online environment for all.

FAST LISA outputs that may be useful for the replication of the activities:

- Role Cards: useful during workshops in order to avoid marked polarisation in favour/against the topic discussed. Allowing some form of anonymity of personal opinions allows some participants to better engage with the workshops.
- Participant Conduct Rules & Ambassador Conduct Rules: explicitly defining rules of conduct for both parties (in their respective roles) allows for a smooth delivery of the activity. This applies to both workshops and public consultations given that, if the rules are clearly defined, the user is more likely to reflect on their behaviour as they may get sanctioned in case of an infringement of the code of conduct. A clear set of rules given to the moderator is also fundamental for achieving a successful outcome, as it allows them to take responsibility as they operate in their monitoring activities as well as in the support of the participants.
- Privacy Materials: it is crucial that the activity occurs in compliance with privacy law. In any workshop, each participant should be provided with personal credentials, allowing for anonymity on the platform. The user should be informed of who is the data controller and who is the data processor, in case the two do not overlap.

# Results and feedback

In this final section, the three communities will offer an account of the outcomes and feedback acquired following the completion of the implemented activities. Through reflection of the results achieved they will shed light on the effectiveness and impact of the initiatives undertaken within their respective domains.

## Offenbach community

### Positive Outcomes:

The project objective of raising awareness was very successful. This is in light of the capacity building programme that the young ambassadors went through as well as the various activities and events which were accompanied by interactive workshops that were organised. A significant proportion of the population especially young pupils and policy makers were reached. Participants' feedback is a confirmation to this assertion.

### What Worked:

The project implementation as carried out by Pro Arbeit was to a very greater extent successful. The processes as foreseen by the project proposal to a high degree worked well. Among the aspects that worked well include the following:

**Participants Selection:** As anticipated, the project at the local level successfully recruited 20 local young ambassadors. Who engaged, participated and led the project activities till now. 10 of these successfully participated in the International camp in Santa Coloma. It is however worth mentioning that their level of commitment differed from one another but nonetheless, this hasn't affected the results of the implementation process at the local level.

**The External Advisory Board members:** The project at the local level successfully constituted the projects External Advisory board which provided support and expertise for the project. In fact, the project's capacity building activities were led by members of the external advisory board – An Nusrat and Hessen against Hate.

**Capacity Building programme:** As planned, the project at the local level successfully delivered 40 hours of capacity Building programme consisting of topics and activities meant to equip the local ambassadors to address the topic of online hate speech and to function as the project's ambassadors in their communities. The sessions consisted of very engaging workshops and discussions which facilitated meaningful exploration of complex issues around the subject matter. These sessions were guided by thoughtfully curated resources, which provided a framework for understanding and addressing online hate speech.

**The information day:** In order to bring all the relevant stakeholders on board, the project's Information day was successfully organised with a large participation. The audience consisted of experts in the field of Hate speech, Mayors of the various communes in the county of Offenbach or their representatives, policy makers, youth social workers, policy



makers, and journalists among others. The project successfully conveyed the message across through interactive sessions, workshops and social theatre led by the project's ambassadors. This won the support of all participants, which is very relevant for the project's sustainability.

**Pilot and use Cases:** In order to reach a wider audience, the project staff, ambassadors and other stakeholders organised a big event to launch the project's pilot actions. In attendance were over 100 school pupils and their teachers, representatives of the communes in the district, policy makers, experts, representatives from the police department and politicians among others. Participants were taken through 3 different sessions of interactive Workshops for the various Target groups – Pupils, Peers and adults from public authorities, NGOs and policy makers- led by the young ambassadors. One of the sessions focused on Testing the ECHO discord. Participants tried the ECHO App in batches of 20 at a time. This event was very successful and the feedback was very good. Visits to the schools to repeat the sessions and the testing of the ECHO App are planned for the next few weeks.

#### **Negative Outcomes:**

Despite these successes, the initiative faced challenges in sustaining engagement and addressing deeply ingrained biases among participants. Some individuals struggled to confront their own prejudices, leading to resistance and defensiveness during discussions. Tutors encountered difficulties in navigating these sensitive topics while maintaining a safe and inclusive space for all participants.

#### **What Didn't Work:**

To protect participants' privacy and personal data, the ECHO App was not installed on participants' devices as it would have been in a real-life scenario. Instead, participants used laptops provided to engage with the ECHO App. This adjustment did not compromise the goals of the project.

Maintaining the motivation and commitment of the Ambassadors throughout the project has been challenging resulting in varying engagement levels. This is partly due to their commitment to school and work. To overcome this, activities were organised with close considerations for the time availability of the young ambassadors. Additionally, to maintain their motivation levels, sessions during the capacity building programme were mixed with fun activities such as excursions to different places, this however required budgetary allocation which wasn't enough as provided by the project.

#### **Stakeholder Feedback:**

Feedback from stakeholders highlighted the need for ongoing support and dialogue beyond the project's duration. Participants expressed a desire for continued resources and opportunities for constructive engagement in their communities. Project ambassadors emphasised the importance of nurturing attitudes of online respect and tolerance to sustain the project's results in the long term.

## Ravenna community

In total, the four activities conducted with the Wordpress Dashboard—comprising three workshops and one public consultation—generated a total of 827 comments, of which 774 successfully passed moderator scrutiny.

The first workshop conducted within the FAST LISA project served as an experimental session aimed at preparing moderators for the upcoming public consultation. The simulation conducted on July 14th was an essential experience that allowed the ambassadors to get more comfortable with their role. Throughout the duration of the capacity-building program, participants received comprehensive training, equipping them with the requisite skills and knowledge to confidently combat online hate speech and encourage peers to do the same. Additionally, engaging with ambassadors from other communities provided a valuable opportunity for exchange, enriching participants' perspectives and personal growth. As documented in previous reports, ambassadors have expressed how this experience has not only enriched them personally but also solidified their capabilities as conscientious digital citizens, with potential benefits extending into their future personal and professional endeavours.

The workshops targeting third-sector operators, employing 'role' cards, yielded fruitful outcomes, eliciting productive discussions and garnering valuable insights from participants. Some of them in particular stressed how it was sometimes difficult to follow the conversation, as the dashboard presented some limitations when attempting to navigate previous comments and responses. The ambassadors admitted that they also faced some difficulties with the same issue during the moderation phase, therefore testifying to the importance of having a "trial run" in order to gain more familiarity with the platform before opening a public consultation.

Despite achieving success in its objectives, the public consultation process experienced lower-than-anticipated participation rates, indicating a potential avenue for re-evaluation and enhancement in future iterations. This suggests the need for exploring different topics or implementing more extensive promotional efforts in the future to better convey the initiative's objectives and drive broader engagement.

The workshops carried out in schools with the use of ECHO Discord were notably successful. The students were receptive and quite enthusiastic about the idea of using a platform that they are familiar with in an educational setting. Teachers also gave positive feedback, highlighting the great potential that these activities have to raise awareness and promote responsibility with respect to a younger audience.

While technical challenges, such as communication glitches between Discord and the dashboard, were reported by both ambassadors and tutors, timely intervention by the project's technical team facilitated swift resolution, alleviating these concerns. Other limitations, such as the inability to utilise GIFs, were noted, however they do not impair the success and efficacy of the activities.

## Santa Coloma de Gramenet community

### Public consultation - Wordpress Dashboard

The statistical results of the Public Consultation provided by Wordpress Dashboard show that:

1. In sixty days, 54 comments were written. The involvement rate obtained was 20%, which is understandable since the setting of this experiment was a discussion between real citizens. The tool used the wrong criteria when considering IP connections to calculate the number of participants. Santa Coloma de Gramenet provides free access to computers to citizens in order to.

The tool used wrong criteria as it counted IP connections to work out the number of participants and it did not take into account that different users can connect to the same computer. Santa Coloma City Council facilitates digital access for citizens by providing computers in public spaces such as libraries, youth centres, cultural and civic centres, etc. The message of participation in the public consultation pops up on the screen so that the user who is connected at that moment can participate anonymously and voluntarily in the public consultation. Therefore, more than one citizen per computer can participate in the public consultation by using the same computer or IP. Consequently, the IP criteria is not equivalent to the number of participants. This is an issue of the tool that definitely needs to be improved in order to provide accurate reports.

2. The use of abusive language in proportion to the total number of comments was extremely low (1.9%), whereas more than 98% of the comments did not show any type of abuse within them. The scarcity of hate comments in this discussion can be explained by compliance with the rules of behaviour of FAST LISA (which has therefore managed to use its tools correctly).
3. The general tone of the conversation of the public consultation was polite. The dashboard statistic shows that only about one third of the comments have a positive character true to the discussion. However, analysing the comments one by one, we found only one comment that went beyond the limits of hate speech.
4. With equal importance we have Ideologies and Racial/Ethnic Hatred as the motivations for hate speech detected by the algorithm. In both cases the possible targets detected are Women and Minors, broadening the context of abusive language and linking it to other possible motivations that the first algorithm did not pick up on.
5. The statistics shows that the abusive comments did not receive any interaction, while those without abusive language, yes, received few replies, but the number of 'likes' is significantly high compared to the amount of people who commented.

In conclusion, thanks to the visualisations used in the FAST LISA dashboard, it was possible to collect data in order to create new information about the proposed topic and its perception by users/citizens.

In fact, the graphs illustrated that in a real environment the rules of behaviour are strongly respected (low percentage of abusive comments), no hate speech was fuelled due to the fact that there were no interactions with comments tagged as abusive, and citizens tend to respond in a relevant manner when they have an active role in the conversation without derailing the discussion on issues that have nothing to do with neighbourhood life. However, it must be noted, due to the number of likes versus comments, that the majority of the population in this case probably preferred to participate passively and without.

Finally, it is interesting to note that, despite the low percentage of hate speech, it was shown that the targets of hate speech detected by the algorithm tend to broaden the context of the motivation (e.g. in Racial Hatred, Women and Minors were found, but not Foreigners), and that similar motivations tend to co-occur and share these targets (racial hatred or may spill over from Ideologies).

## Workshops

Despite the technological challenges, we have held two workshops so far, Intercentres I and Intercentres II and the feedback received has been very positive. We had a brief evaluation session with students and teachers by the end of each event and several suggestions were made by such as:

1. Participants positively emphasised that it had been very practical and enjoyable, and above all very realistic as the dynamics and workshops were based on cases of hatred that they had experienced themselves.
2. They also told us that they had learned to identify hate speech online more easily and to be aware of the impact it has specially on vulnerable people, even though it is sometimes downplayed or normalised.
3. Teachers mentioned that by working with professionals from other schools they were able to learn about the protocols followed by other schools, and see how they could improve theirs and even generate one together for all the schools.
4. Students mentioned that at first, they were afraid to mix with other students from other centres that they did not know, but that this has allowed them to realise that we all have similar problems and are not so different. Therefore, it is important to put yourself in the other person's shoes beforehand and think about what you are going to say before making an unfortunate comment.
5. A few students volunteered to be trained on the topic of online hate speech and to become role models in their schools. In this regard, Santa Coloma organised a specific training on hate speech and restorative culture. Participants have become a spinoff of FAST LISA ambassadors and they are a referent in their schools.
6. Students suggested inviting other schools and entities to the last Intercentres that will take place on May 15th 2024 in order to share their experience and amplify the impact of it.
7. The political and institutional representatives who participated in Intercentres II highlighted the great work done as an example of governmental commitment in the fight against hate speech and with the FAST LISA project.

# Partners

